

How to Determine if Outsourcing Your Transcription Operation is the Right Solution

If your facility is facing budget cuts, where do you trim costs? Take a look at your transcription operation. Maintaining an in-house transcription department may be costing a lot more than you think.

If your transcriptionists are employees, your payroll expenses include wages, taxes, workers comp, sick time, FMLA, vacation, insurance, and other benefits. In-house staff requires office space, equipment, and supplies. Turnaround time may suffer due to vacation schedules or unexpected illness, resulting in large backlogs or lost reports.

All of the above is also true for employees who work off-site, except that instead of office space they need high-speed internet access and phone service. You also have the liability of ensuring HIPAA-compliance for a remote location. With independent contractors, there are no payroll or office expenses, but the other issues are still present, and lack of direct control can pose significant risks.

When you add up these hidden “soft” costs, a high-quality medical transcription service organization (MTSO) often proves to be the most cost-effective solution.

No payroll expense. No transcription equipment expense. No office space expense. No expense for phone and internet service at a remote location. So, is outsourcing the solution for your practice?

Not all MTSOs are created equal. Ask for samples and a free trial to evaluate quality, accuracy, and turnaround time. To make an informed cost comparison, you need to understand how your bill will be calculated. Typically, transcription is measured per line or per VBC (visible black character), although other methods such as per page or per minute may also be used. If you are quoted a price per line, find out what constitutes a line, what services are included, and what options may be available at an extra charge. For example, if headers and footers are counted as lines, this can add to the price. Find out what is considered a rush order, and what charges will apply. Does the company offer 24 x 7 availability, holidays included? Can you track your jobs online? Are automated faxing and e-signature offered?

The key to making an informed decision is understanding all the variables – hard costs, soft costs, pricing method, and scope and quality of services – which can be a confusing “apples to oranges” proposition.

ZyDoc has been in the medical documentation business since 1993, and we understand all the issues. By adhering to best practices and staying abreast of technological advances, we have gained a reputation for excellent customer service and quality, backed by our award-winning software platform.

Whether or not you select ZyDoc to provide transcription services, we will be happy to give you a complimentary cost analysis as a tool to help you accurately assess the options. You will receive a professional detailed report that you can present to your management or board for budget discussions. *We cordially invite you to contact us today at 800-546-5633 or by email at sales@zydoc.com to get started. We will need 10-15 minutes of your time. There is no obligation for this service.*



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